

Suggestions and Complaints

If you have any concerns regarding our services, please discuss this in first instance with the member of staff involved.

If this is not possible or the matter is not resolved to your satisfaction, the matter should be escalated to the appropriate member of the Senior Management Team.

All complaints are dealt with as quickly and efficiently as possible and you will be notified of the outcome of your complaint.

If you are unhappy with the way your complaint has been dealt with, you can raise this with Healthcare Improvement Scotland who are the regulator for independent healthcare services across Scotland and they can accept complaints at any time.

Healthcare Improvement Scotland
Independent Healthcare Team
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB
T: 0131 623 4342
E: hcis.clinicregulation@nhs.net

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Housekeeping And Catering



Housekeeping

There is a dedicated team of housekeeping staff and volunteers who work to ensure that your visit to the hospice has been a clean and happy experience.

In addition to keeping the hospice clean our housekeeping team are responsible for any laundry on site and also assist with flower arranging throughout.

All work is supervised and within established procedures that are put in place by NHS Greater Glasgow & Clyde.

Our Housekeeping Aims

- To maintain a high standard of cleanliness within all areas of the hospice.
- To adhere to the requirements of our infection control policy in line with NHS GG&C.
- To ensure that good hand hygiene standards are maintained.

Catering

The Catering Team consists of 3 cooks, a kitchen assistant and several volunteers. They work in our newly refurbished bespoke facility to prepare home cooked, fresh, nutritious and delicious food for our patients, visitors and staff.

They tailor the menu daily to ensure that patients' specific dietary requirements are met.

The team also cater for all events and meetings held at the hospice.

Our Catering Aims

- To provide a high standard of catering, offering a varied and flexible menu to meet our patients' needs.
- To adhere to all requirements for cleanliness, in line with local authority policies, Food Standards Agency requirements and Healthcare Improvement Scotland.

Training

All staff and volunteers in the housekeeping team go through an induction programme to ensure they understand work schedules, correct use of equipment and infection control principles.

The staff and volunteers in the Catering Team likewise are inducted in food safety, safe use of equipment and hygiene standards.

All staff and volunteers participate in annual training on infection control, fire safety awareness, health and safety and moving and handling.

Cleanliness Champions

Several members of the Housekeeping and Catering Teams have undertaken additional training and are part of the NHS Cleanliness Champions Scheme which promotes the prevention and control of infection.

Cleanliness Champions act as positive role models within the organisation influencing culture and practice related to infection control.

Our team play a key role in the hospice and we strive to build and maintain good relationships with all patients, staff and visitors.

We very much welcome your feedback and comments.

If you would be interested in joining our team as a volunteer we would be delighted to hear from you.

For further information or feedback regarding Housekeeping and Catering, please contact:

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